• When will I get access to my CollegePass or EcoPass?
  o Your @du.edu email address will automatically be initiated during the enrollment or hiring process. You will receive an email automatically with instructions on next steps once the process has begun.

• How do I use my CollegePass or EcoPass in the MyRide App?
  o You must Create a QR Code Token in the MyRide App, or we will not be able to issue you a Pass.
  o You will receive a separate email once your Pass is Issued, after you have created your QR Code.
  o If you don’t receive an email you Pass has been Issued, be sure to double-check you’re created a QR Code Token in the MyRide App.

• Who will emails about the new system come from?
  o Emails about the RTD Pass System will come from noreply@justride.com

• When is my CollegePass Active?
  o RTD CollegePasses are active only while you are registered for classes.
  o Passes turn off over the summer break and turn back on again in the fall when classes resume.
  o If you are enrolled in summer classes, your pass will remain on over the summer.

• What if I lose my phone and get a new phone/device?
  o When you log into your account on the new phone it will prompt you to answer a question confirming the device change. Your QR code and EcoPass will be available on the new device.

• What happens if my phone becomes inoperable (dead battery)? How do I get home?
  o You will have to use some other payment method for the trip.

• How long will the current RTD Smart Cards be valid?
  o The Employee Eco Pass System will be deactivated on September 30, 2023. The Student College Pass System will be deactivated on November 30, 2023.

• Can I see the EcoPass or CollegePass as an active token on the MyRide App?
  o Your Pass does not show in the app, but we can see it in the partner portal. You may log into the customer web portal and see it at https://rtddenver.justride.tickets/ under travel tokens.

• What if I don’t have a Smart Phone?
  o Please contact the Pioneer ID Card Office at pcard@du.edu and we will assist you.

• What happens if I forget or lose a MyRide card?
  o You will have to get a replacement card and use some other payment method for the trip home until the card is replaced.

• What about security and safety with the MyRide app?
  o The RTD Mobile Privacy policy can be found at https://www.rtd-denver.com/fares-passes/mobile-tickets-privacy-policy.